

Technology Support @ ACC



ITCs - Instructional
Charles Randolph and Steven Jones

- SMART Panel/Lumio support/PD
- Apple/Mac/PD
- Windows support/PD
- Support with tech integration and APS approved digital resources
- Basic Canvas support
- Help with creating 2847 tickets/emails

Technician-Info. Services (IS)
Joanna Carreto

- Assigns, repairs, fixes, updates staff and student devices
- Point of contact for most tech fixes, repairs, re-image/re-clone of devices
- Replace/setup/installs devices- CTE/labs/carts (application installs)
- Updates/maintains IS device inventory system

2847@APSVA

- Email: 2847@apsva.us
- Call: 703-228-2847 or extension 2847 (at schools)
- Website: <https://2847.apsva.us/hc/en-us/requests/new>
- 2847 tickets will be processed in the order they are received